



September 20, 2019

Dear Valued Customers,

ID TECH has recently discovered that iOS 13 causes iMag Pro II devices to disconnect from payment applications. After extensive testing, we believe that the issue is due to iOS and not ID TECH and must be resolved by Apple. ID TECH has filed a ticket with Apple Support and is working with Apple on solutions to address this issue as soon as possible.

If you notice any other issues with iMag Pro II devices after iOS 13 releases, please contact Tech Support at [SUPPORT@IDTECHPRODUCTS.COM](mailto:SUPPORT@IDTECHPRODUCTS.COM).

Sincerely,

ID TECH Product Management



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